



Managed WAN Optimization

Prove the value of your investment by delivering a successful WAN Optimization strategy with optimum results and business impact.

TENEO
OPENING MINDS

Making the case

Most organizations have been utilizing WAN Optimization techniques to accelerate application delivery across the hybrid WAN for years. Yet, more recently, they've begun to question its value and need a way to prove their investment is worthwhile.

Many networking teams assume that WAN Optimization management is a case of 'set and forget'. So long as the management console reports optimization levels that appear positive, they believe their solution must be performing well enough to negate the need for daily tuning. However, in any complex, global network environment, user, data, and application priorities are changing every day. And so are new WAN Optimization features. The optimization levels companies actually achieve often therefore relate to outdated strategies. But the issue of latency hasn't gone away.

A global WAN Optimization strategy will fail unless the solution has constant attention from those qualified to know how to get the best out of it. A managed service is the only sure way to deliver a successful, global WAN Optimization strategy. We provide the people, certified skills, and time to manage, tune and update the solution daily for optimum results and business impact. In doing so, we help you to prove the value of your WAN Optimization investment.

Our approach



Strategy

- Assess your current WAN Optimization environment.
- Understand the business outcomes you need to achieve.



Design

- Define the right WAN Optimization specifications for your needs.
- Plan your deployment.



Transition

- Project manage your deployment, handle all shipping and installation.
- Set up our 24x7 proactive monitoring platform.



Operation

- Manage your WAN Optimization solution through our team of experts.
- Handle issues and RMAs, manage and implement upgrades and changes.
- Provide reporting and recommendations.

Service value

Around The Clock Support

Get 24x7 support for your WAN Optimization deployment and work with the same Teneo people, every time we're in contact.

Experienced Engineers

Leverage the significant experience of our certified engineers, who have worked with over 450 WAN Optimization customers since 2004.

Expert Advice

Get the best advice on how to improve optimization levels and collaborate to achieve the best application performance.

Quarterly Reporting

Stay up to date with service performance and receive our recommendations for improvements.

Service levels

Our WAN Optimization Support and Managed Services are designed to help you to get the most value from your WAN Optimization environment.

In addition to Strategy & Design and an Implementation package, which we provide at a fixed cost to all new customers, we offer the following support and service levels.

	ENHANCED SUPPORT	PREMIER SUPPORT
SUPPORT SERVICES		
Onboarding health check	✓	✓
Onboarding performance status check	✓	✓
24x7x365 Service Desk – Level 1 support – basic configuration	✓	✓
24x7x365 Service Desk – Level 2 – troubleshooting checks	✓	✓
Annual 2-hour tune up	✓	✓
Support ticket management through our support portal that ensures tracking and documentation of all tickets	✓	✓
Step by step verbal or written instructions that you can implement to resolve your issue	✓	✓
Access to documentation and FAQs on both vendors support site and the Teneo portal	✓	✓
Hardware support (Disk, Memory, Chassis, Network Interfaces)	✓	✓
Software support (Bios, OS software, Processes, Linux services)	✓	✓
Hardware replacement via RMA (based on maintenance level)	✓	✓
HARDWARE & SOFTWARE EVALUATION		
Identify global hardware issues & recommend changes. Assist in remote remediation		✓
Identify software issues, bugs or vulnerabilities and assist in remote remediation		✓
Interpretation and identification of trends		✓
PERFORMANCE EVALUATION		
Identify top 5 optimized applications & provide recommendations to implement change		✓
Identify top 5 pass through applications & provide recommendation to implement change		✓
REPORTING		
Regular service review calls with your Strategic Account Manager	✓	✓
Project Management review calls to access Professional Services time and materials		✓

	MANAGED SERVICE PREMIER	MANAGED SERVICE PLUS
MANAGED SERVICES		
Onboarding health check	✓	✓
Onboarding performance status check	✓	✓
24x7x365 Service Desk – Level 1 support – basic configuration	✓	✓
24x7x365 Service Desk – Level 2 – troubleshooting checks	✓	✓
Support ticket management through our support portal that ensures tracking and documentation of all tickets	✓	✓
Access to documentation and FAQs on both vendors support site and the Teneo portal	✓	✓
Hardware support (Disk, Memory, Chassis, Network Interfaces)	✓	✓
Software support (Bios, OS software, Processes, Linux services)	✓	✓
Hardware replacement via RMA (based on maintenance level)	✓	✓
SYSTEM MONITORING		
Monitoring of all WAN Optimization appliances, load balancers and management controller	✓	✓
Proactive critical alert monitoring	✓	✓
Proactive major alert monitoring	✓	✓
Proactive minor alert monitoring	✓	✓
Proactive warning alert monitoring	✓	✓
Global optimization performance metrics review	✓	✓
Global sizing metrics review – Data Store Limit Reached %	✓	✓
Global sizing metrics review – Bandwidth Limit Reached %	✓	✓
Global sizing metrics review – Connection Limit Reached %	✓	✓
REPORTING		
Quarterly report with executive summary	✓	✓
Regular service review calls with your Strategic Account Manager	✓	✓
Baseline Audit	✓	✓
Dashboard overview of global WAN Optimization estate	✓	✓
Optimization tuning recommendations	✓	✓
Support ticket and SLA reporting analysis	✓	✓
Capacity planning & trend reporting	✓	✓
Traffic profile reporting including connections by volume & optimization	✓	✓
Global network & application performance review & trends	✓	✓
Project Management review calls to access Professional Services time and materials	✓	✓
WAN Optimization specialist review every quarter	✓	✓
Managed Service report reviewed via conference call or in person to identify business critical issues	✓	✓

The additional activities below can be called upon based on Professional Services hours packages purchased as part of Managed Service Plus.

	MANAGED SERVICE PREMIER	MANAGED SERVICE PLUS
DESIGN & IMPLEMENTATION ACTIVITIES		
QoS design and implementation across the global WAN Optimization estate		✓
Sites/Networks map design and implementation on management controllers		✓
WAN Optimization SaaS design and implementation		✓
Web Proxy optimization design and implementation		✓
Mobile Client on-prem and SaaS optimization design and implementation		✓
New site deployment design and planning activities		✓
REMOTE OR ON-SITE SMART HANDS		
Utilize PS hours for Teneo remote smart hands 24x7x365 to assist with new site deployments		✓
Utilize PS hours for Teneo on site smart hands 24x7x365 to assist with new site deployments		✓
ADDITIONAL OPTIONS		
Utilize PS hours for staging and configuration for new WAN Optimization appliances		✓
Utilize PS hours for custom remote remediation work		✓

Service outcomes

- Baseline where you are now and, using our skills and expertise, we'll recommend what to optimize and what rules to set to get the best performance from your technology.
- Ensure WAN Optimization fully supports business outcomes by focusing on the right applications for optimization and pre-empting the impact of any strategic change.
- Identify under-specified devices to aid capacity planning for future growth and expansion.
- Right-size your environment and achieve additional cost savings on bandwidth.
- Check that your original ROI expectations are still being met.
- Maintain your solution and always benefit from the latest, award-winning WAN Optimization features and functionality.
- Pro-actively identify faults in near real-time and take corrective action before users even notice or complain.
- Predict the monthly cost of all routine management work and save money in the long term.
- Free up management resource and time for other, higher priority things as Teneo takes WAN Optimization off your hands.



About Teneo

Most IT Infrastructure and Operations teams are overworked and struggle to introduce new technology.

At Teneo, our Work From Anywhere IT services combine leading technology with expert guidance, so you can embrace innovation with confidence.

Find out more at www.teneo.net.

Next steps

With over 15 years of deep WAN Optimization expertise and experience, our services have been tried, tested and proven by many of the world's leading organizations, including the Forbes Global 2000.

To get started with our WAN Optimization services, contact us to schedule a discussion today at info@teneo.net.

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